



**Los Angeles County  
Board of Supervisors**

**Hilda L. Solis**  
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Second District

**Sheila Kuehl**  
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Fourth District

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**Mitchell H. Katz, M.D.**  
Director

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[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

*To ensure access to high-quality,  
patient-centered, cost-effective  
health care to Los Angeles County  
residents through direct services at  
DHS facilities and through  
collaboration with community and  
university partners.*



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October 28, 2015

TO: Mayor Michael D. Antonovich  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe

FROM: Mitchell H. Katz, M.D.  
Director

**SUBJECT: HOUSING FOR HEALTH (HFH) QUARTERLY  
REPORT**

On January 14, 2014, the Board instructed the Director of the Department of Health Services (DHS) to submit quarterly reports to the Board on Housing for Health (HFH) permanent supportive housing outcomes including funds, costs, number and composition of clients housed; integrated health, mental health, substance use disorder and benefits establishment results; utilization rate and duration of housing subsidies; number of clients transitioning off of housing subsidies; and characteristics of housing units secured.

**BACKGROUND**

In November 2012, DHS established the HFH division to expand access to supportive housing for DHS patients who are homeless and who have complex medical and behavioral health conditions and/or are high utilizers of DHS services.

HFH utilizes a full range of community-based housing options, including non-profit owned supportive housing, affordable housing, and private market housing. Tenants receive federal rental subsidies such as Section 8 Project Based or Tenant Based Vouchers or a local rental subsidy through the Flexible Housing Subsidy Pool (FHSP). All individuals who are housed through HFH programs are assigned to a homeless services provider to receive Intensive Case Management Services (ICMS). These services include outreach and engagement; case management with on-going monitoring and follow-up; linkage to health, mental health, and substance use disorder services; assistance with benefits establishment; assistance with life skills, job skills, and educational and volunteer opportunities; crisis intervention, etc. ICMS providers provide "whatever it takes" wraparound services to assist clients in regaining stability and improved health.

**NEW EXECUTED WORK ORDER**

Pursuant to the Supportive Housing Services Master Agreement approved by the Board on June 19, 2012, this is to advise that DHS has executed Work Orders to the Supportive Housing Services Master Agreement with Gettlove, Alliance for Housing and Healing, Downtown Women's Center, Mental Health America of Los Angeles,

Mayor Michael D. Antonovich, et al.

May 6, 2015

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SRO Housing, Special Services for Groups, and St. Joseph's Center to provide intensive case management services in permanent supportive housing. County Counsel has reviewed and approved the Work Orders.

**QUARTERLY REPORT**

Please find attached the quarterly report in dashboard format. If you have any questions, please contact me or Mark Ghaly, M.D., Deputy Director of Community Health, at (213) 240-7702.

MHK:mg

cc: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors

Attachment

# HOUSING — FOR — HEALTH

Quarterly Report July-September 2015



Health Services  
LOS ANGELES COUNTY

# GOALS

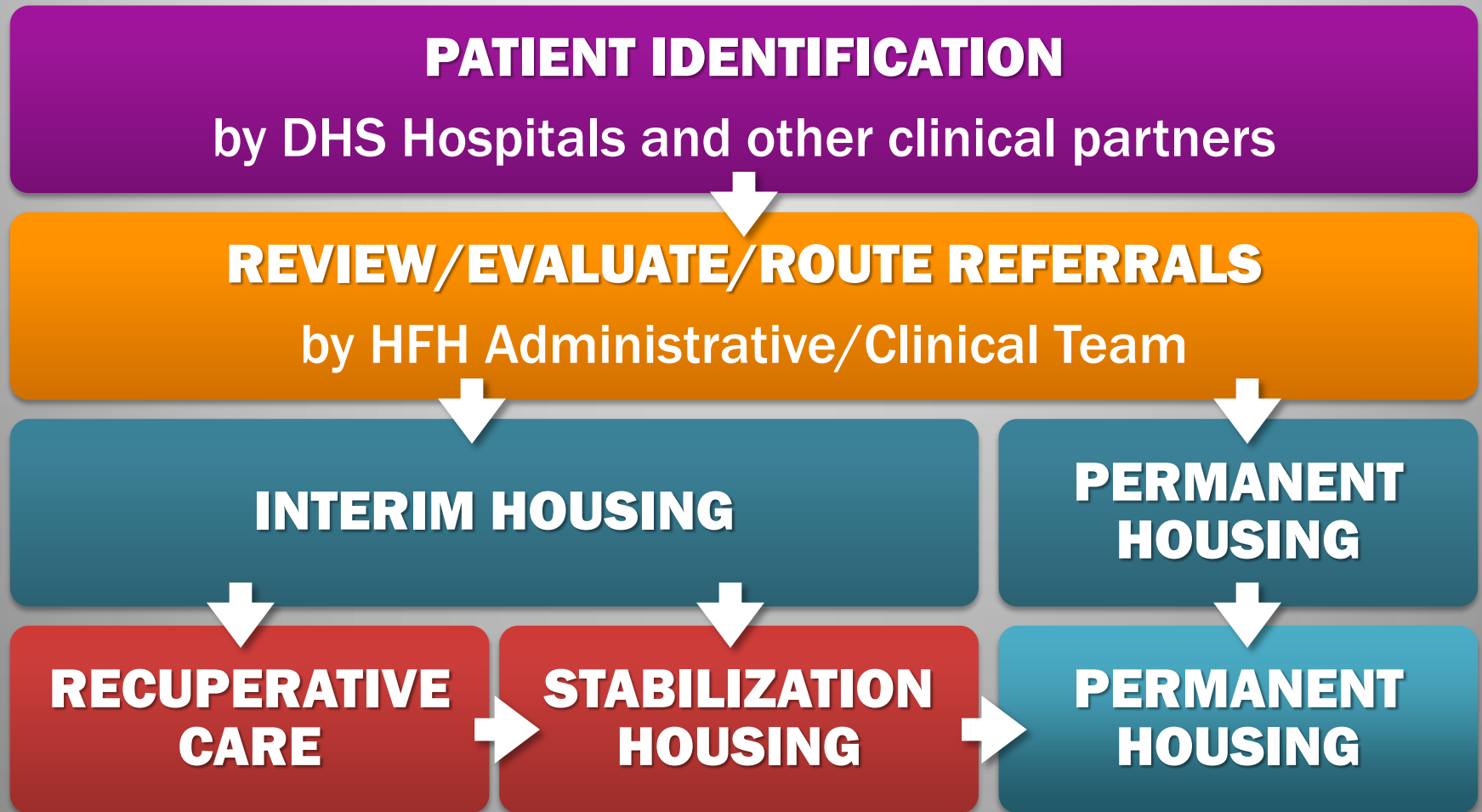
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- 1. Create 10,000 units of housing**
- 2. End homelessness in LA County**
- 3. Reduce inappropriate use of expensive health care resources**
- 4. Improve health outcomes for vulnerable populations.**

# CLIENTS HOUSED

- Housing for Health (HFH) clients are DHS patients who are homeless and who have complex medical and behavioral health conditions and are high utilizers of DHS services.

# HFH CLIENT PROCESS

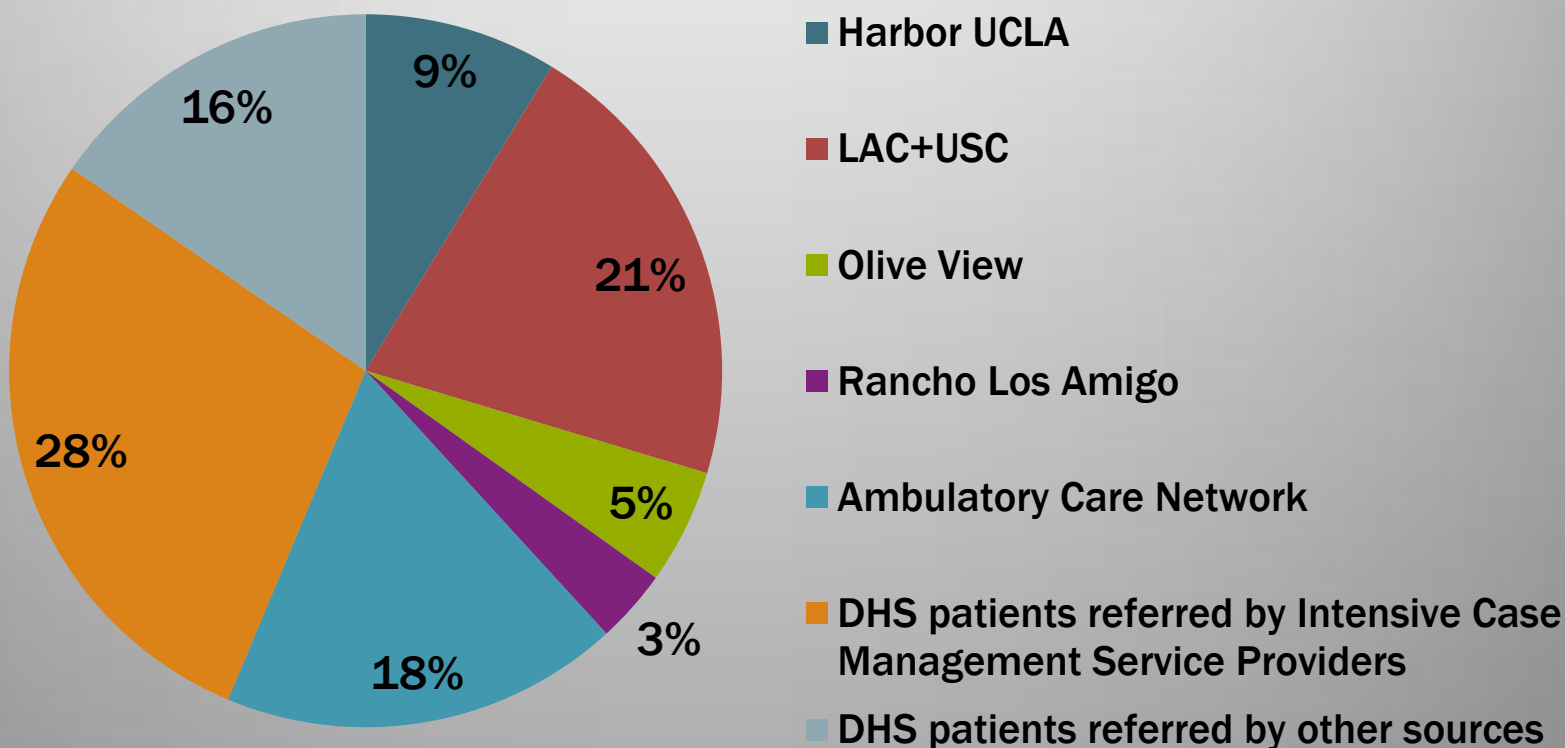


# Permanent Supportive Housing Quarterly and Program-to-Date Outcomes

Total # of patients who have attained housing since HFH began in November 2012	1110
Total # of patients who are currently housed	1045
Total # of patients housed July-September 2015	198

# WHERE DO HFH REFERRALS COME FROM?

Referral Source of Clients Housed (N=1110)



# HEALTH CONDITIONS OF CLIENTS HOUSED

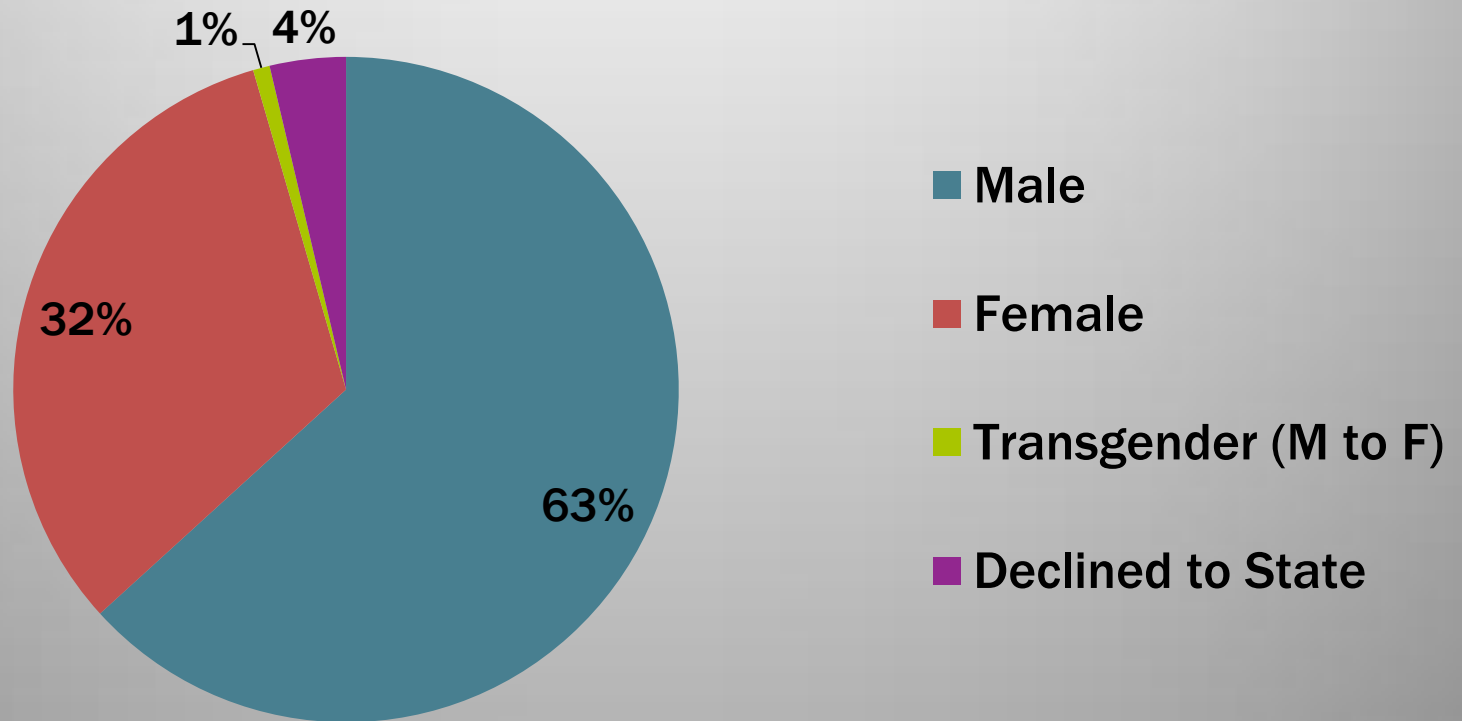
## MOST COMMON CONDITIONS:

- Hypertension
- Diabetes
- Asthma
- Heart disease
- Congestive heart failure
- Cancer
- HIV/AIDS
- Hepatitis
- Depression
- Bipolar disorder
- PTSD
- Schizophrenia

Most HFH clients have **MULTIPLE CHRONIC HEALTH CONDITIONS**

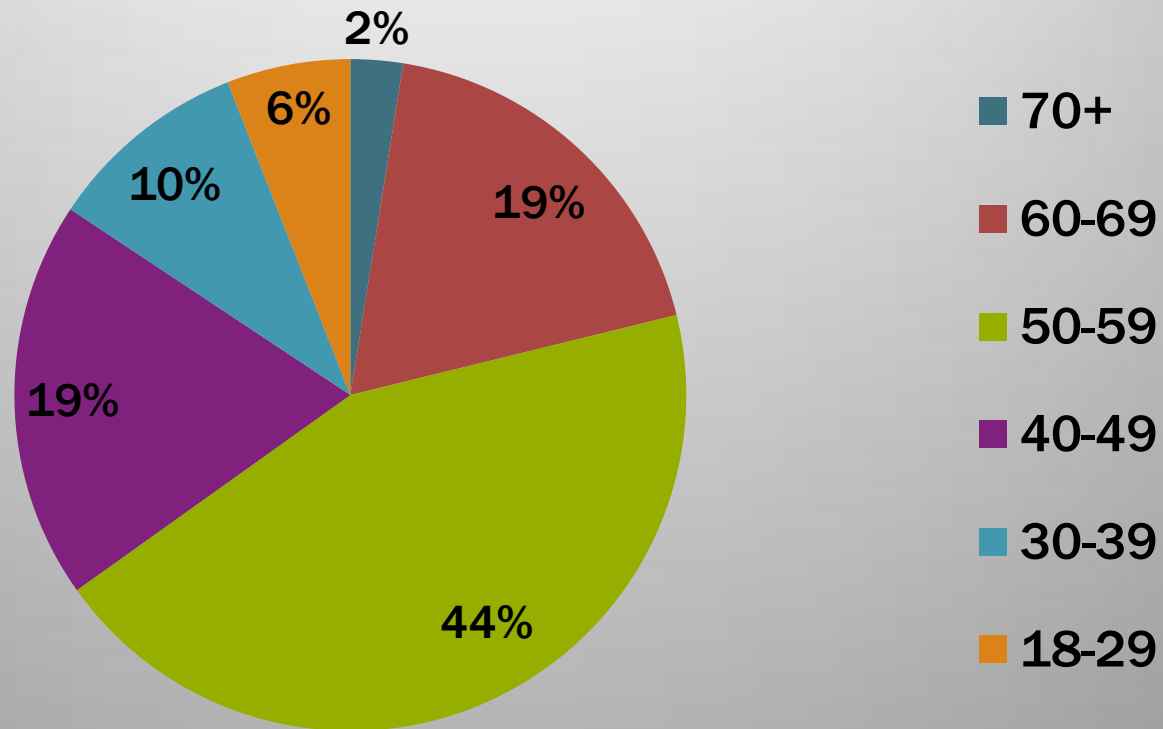
# DEMOGRAPHICS OF CLIENTS HOUSED

Gender of Clients Housed (N=1110)



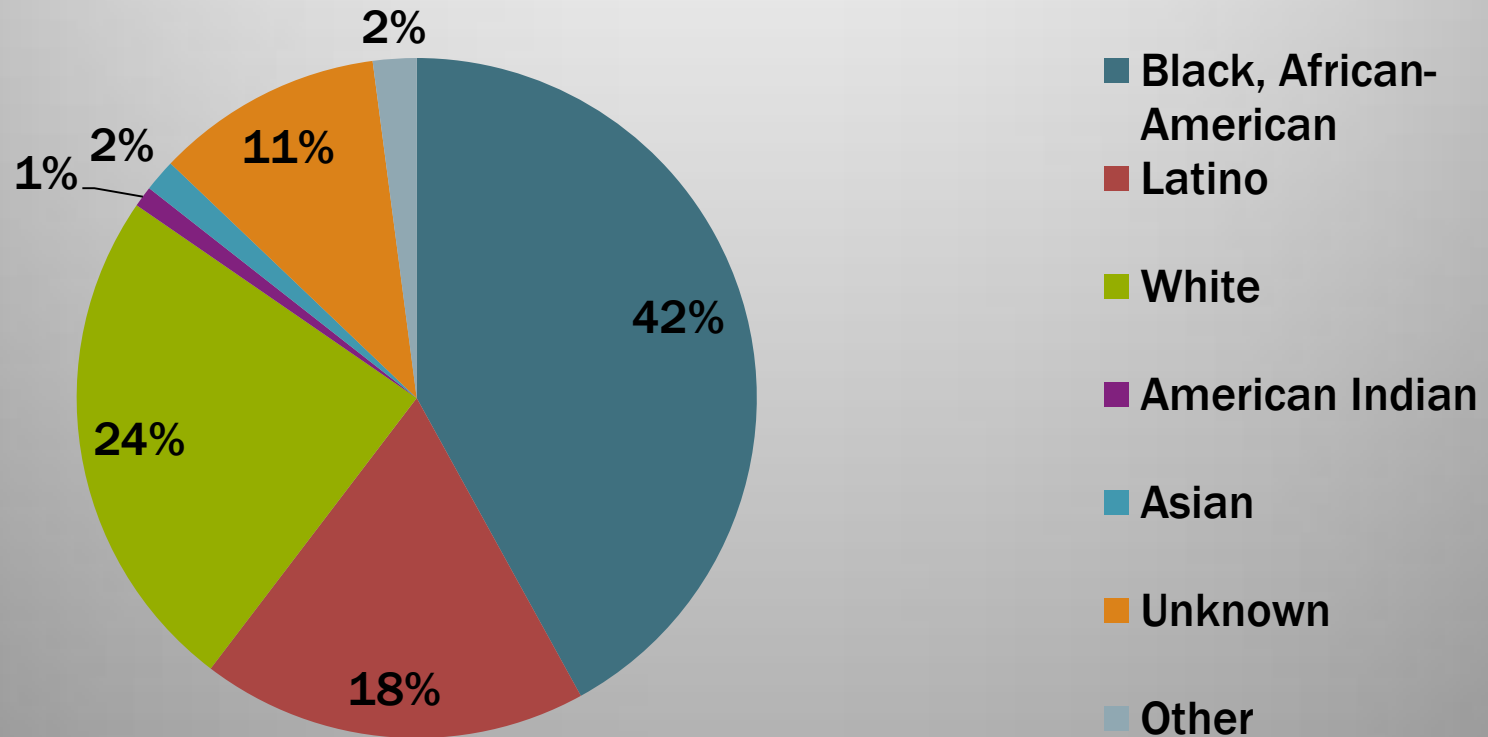
# DEMOGRAPHICS OF CLIENTS HOUSED

Age of Clients Housed (N=1110)



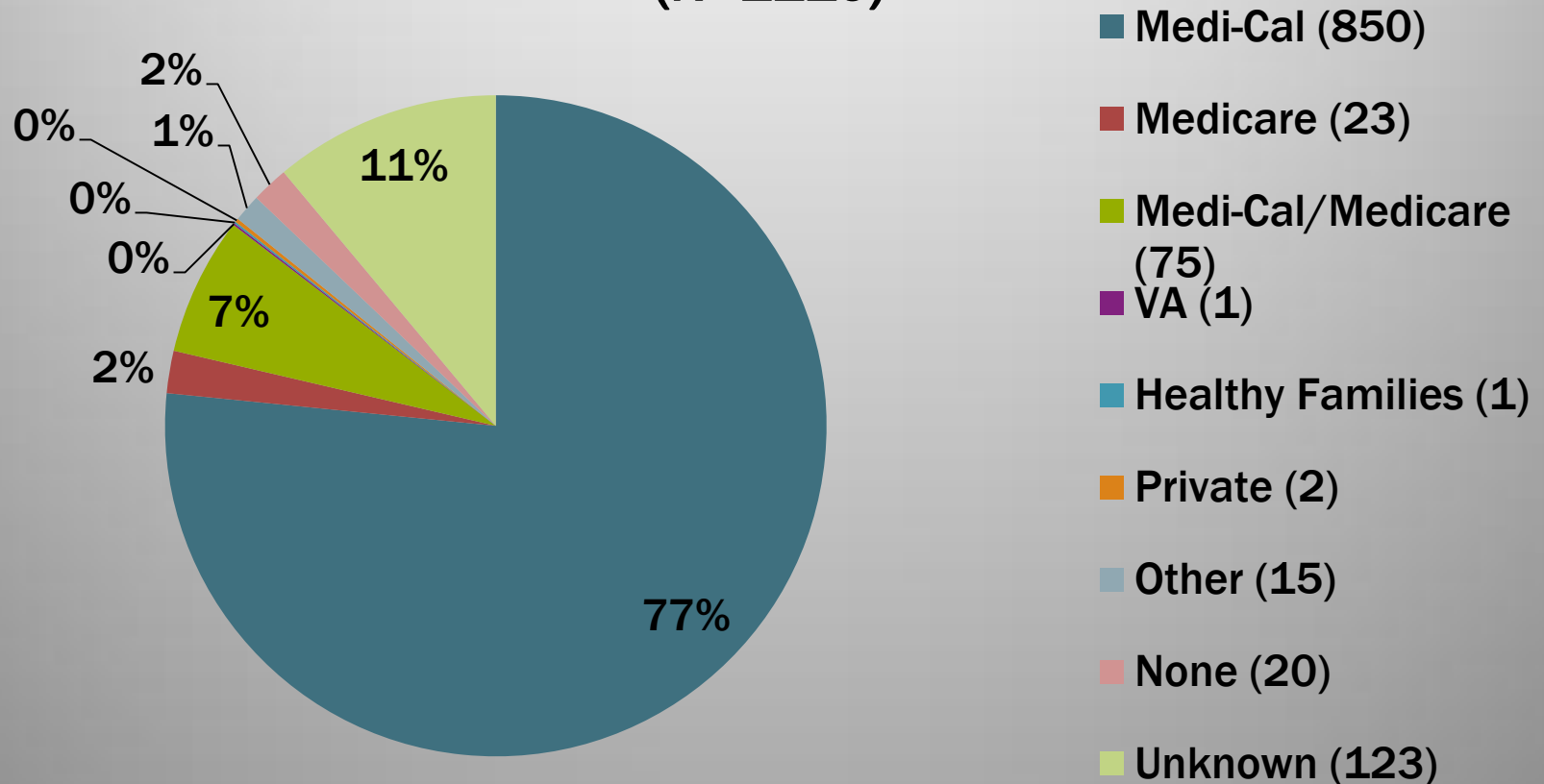
# DEMOGRAPHICS OF CLIENTS HOUSED

Race/Ethnicity of Clients Housed (N=1110)



# CLIENT HEALTH INSURANCE

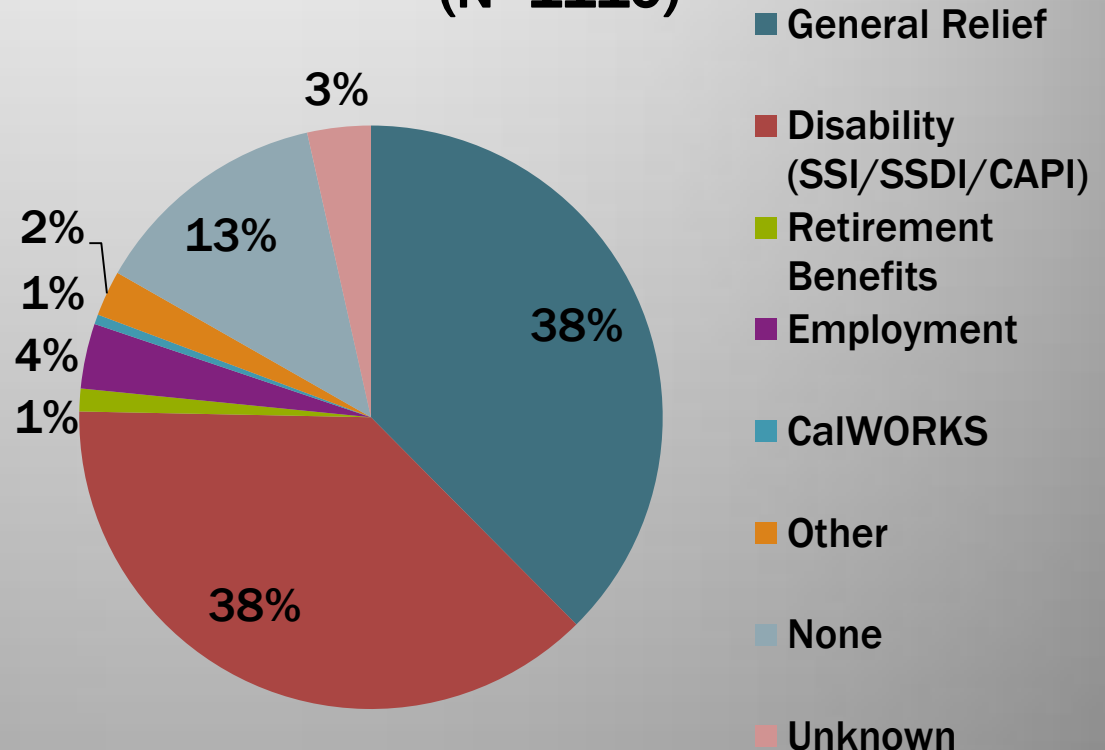
Health Insurance Type for Clients Currently Housed  
(N=1110)



# CLIENT INCOME

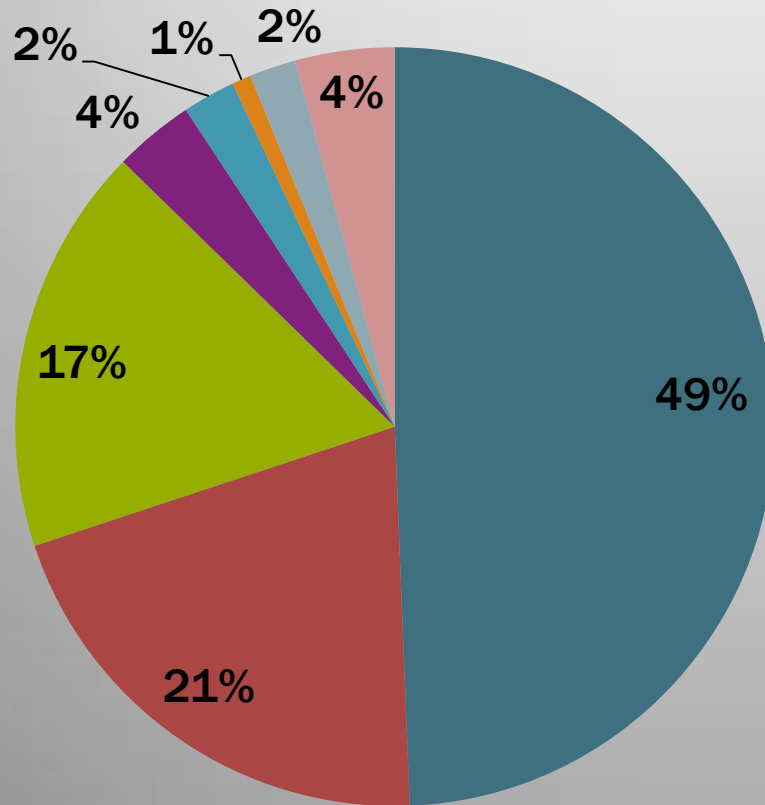
- During the client intake and assessment process, the Intensive Case Management Services (ICMS) provider obtains information on the client's income and health benefits. If the client appears to be eligible for a benefit they are not currently receiving, the ICMS provider will assist them to obtain any necessary documents and will complete and track applications for DPSS Services (CalFresh, Medi-Cal, GR, CalWORKs, and IHSS) and SSI.

**Income of Clients Housed  
(N=1110)**



# TYPE OF HOUSING SUBSIDY

Subsidy Type for Clients Housed (N=1110)



- Flexible Housing Subsidy Pool (FHSP)
- Housing Authority of the City of Los Angeles (HACLA) Tenant Based Voucher
- Housing Authority of the City of Los Angeles (HACLA) Project Based Voucher
- Housing Authority of the County of Los Angeles (HACoLA) Tenant Based Voucher
- Housing Authority of the County of Los Angeles (HACoLA) Project Based Voucher
- Los Angeles Homeless Services Authority (LAHSA) Subsidy
- Shelter + Care (S+C)
- Other

# INTENSIVE CASE MANAGEMENT

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- **Every client** connected to services.
- **Individualized service** planning and linkages to health, mental health, and substance use disorder services.
- **Help clients retain** housing and reach health and wellbeing goals.
- **Services provided by** on-site staff or mobile teams.

# HOUSING STATUS AND RETENTION

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## Homeless Status

- The average length of time that patients experienced homelessness was 4 years and 2 months and the median length of time was 2 years.
- The majority of HFH clients were chronically homeless (83%), which means they were homeless for more than one year or experienced four or more episodes of homelessness in the last three years.

## Housing retention rate

- 96% of tenants retained housing (remained in unit or exited to other permanent housing) after 12 months.

## Exits from housing this quarter

- Nine patients exited housing this quarter. Three passed away, one was incarcerated, four voluntarily surrendered their unit, one needed higher level of care.

# **EFFORTS TO IMPROVE COUNTY SERVICE INTEGRATION**

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- DHS Housing for Health (HFH) coordinates the Single Adult Model (SAM) program, a collaboration between DHS, DPH, DMH, DPSS, and the CDC to provide housing to high utilizing homeless GR recipients. A goal of the program is to identify opportunities for increased collaboration in the provision of services and benefits to homeless individuals across the County.
- DMH and the Probation Department have each made investments into the FHSP in order to provide supportive housing to the populations they serve.
- HFH participates in Operation Healthy Streets with other County Departments including DPH, DMH, and DPSS to provide linkage to services, benefits, and interim housing to individuals who are homeless in the Skid Row area in order to advance city street cleaning efforts. Star Clinic staff also conduct weekly outreach in Skid Row every Wednesday morning with staff from DPH, LAHSA, and LAPD.
- HFH collaborates with DMH to establish a process for enhanced referrals and linkages between the Star Clinic and DMH service providers for care coordination between DHS and DMH clinicians for clients receiving services from both departments.
- HFH launched a new initiative with the LA County Sheriff's Department and the Mental Health Court to provide housing to homeless inmates who are leaving jail or who are on conditional release.

# PERMANENT SUPPORTIVE HOUSING FUNDING

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- The sources of funds for the Property Related Tenant Services (PRTS) FHSP work order is DHS County General Fund dollars . The estimated cost for Fiscal Year 2015-16 is \$9.3 million.
- The source of funds for contracted Intensive Case Management Services (ICMS) in permanent supportive housing is DHS County General Fund dollars. The estimated cost for contracted ICMS in permanent supportive housing in Fiscal Year 2015-16 is \$7.9 million.
- The source of funds for the Property Related Tenant Services (PRTS) work order to operate the South Los Angeles Supportive Housing Program (a County/City initiative that provides 56 units of housing to DHS patients who are homeless) is DHS County General Fund dollars. The estimated cost for Fiscal Year 2015-16 is \$200,000.

# FLEXIBLE HOUSING SUBSIDY POOL



# FHSP PARTNERS



Los Angeles County  
Dept. of Health  
Services



503(c) nonprofit  
coordinating community-  
based partner



Property owners  
throughout Los  
Angeles County



LADHS Supportive  
Housing Rental  
Subsidy Program

## FHSP Quarterly and Program-to-Date Outcomes

Move-ins July-September 2015	144
Total move-ins to date	522
Units secured* July-September 2015	133
Total units secured* to date	569

**\*Refers to the number of units that have been secured under a rental subsidy agreement with the property owner and includes occupied and soon to be occupied units. Units will be made available to DHS patients as well as other participants of the FHSP.**

# CHARACTERISTICS OF FHSP HOUSING UNITS

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- Units in the HFH portfolio range in size and type across the County from large apartment buildings to smaller single family homes and are appropriate to household size and composition.
- In the most recent quarter, Brilliant Corners secured an additional 133 units in Los Angeles County for the Flexible Housing Subsidy Pool. Of the 133 units, 47 are studios, 79 are one-bedrooms, 5 are two-bedrooms and 2 are three-bedroom.
- Brilliant Corners engages with private landlords, local developers, and local property management agencies, in an effort to provide a diverse pool of units to the program. From a wheelchair accessible studio unit located on the ground floor of a small 2 story apartment complex, to a 1-bedroom unit located in a 45 unit complex, Brilliant Corners is able to provide patients with a unit that offers the greatest chances of long-term housing success.

# FEATURED HOUSING SITE AND PATIENT STORY



**Health Services**  
LOS ANGELES COUNTY

# HOLLENBECK TERRACE

- Opened in September 2015, after a major rehab. The building was once a hospital built for railroad employees (originally known as Santa Fe Railroad Hospital built in 1904 and then rebuilt in 1924). The new design maintained the historic façade, indoor tile work, stained glass and other original design aspects.
- Located in Boyle Heights (across the street from Hollenbeck Park).
- 100 units total with 24 units set aside for HFH referrals.
- Developed and owned by Amcal with on-site services provided by LifeSTEPS.
- Building has several gathering/community spaces for tenants and a large meeting space and patio on the top floor to promote community building.



# PATIENT SUCCESS STORY

Janice\* used to spend her days outside the New Pershing Apartments near the intersection of 5<sup>th</sup> and Main streets. The irony of a homeless woman staying on the sidewalks bordering a permanent supportive housing development was not lost on Housing For Health Outreach Worker Richard Myers.

Richy reached out to Janice in July and noticed that her speech and demeanor softened when engaged in conversation. Due to mental health issues and over a decade of living on the streets, Janice was wary of service providers and was initially reluctant to be placed in interim housing. Due to prior involuntary hospitalizations, she associated housing with unwanted mental health treatment.

Janice's past was riddled with hardship. She had spent 15 years homeless. She would take cover where ever it was dry and would wash up in a Jack In The Box bathroom.

Driven by the changes he saw when Janice received attention and support, Richy continued to work with her and within a few weeks had her apply for an ID and social security card. By late August, she was willing to enter interim housing at the Russ Hotel in Downtown Los Angeles. There, Janice quickly flourished. She established primary care at the STAR clinic and was able to secure benefits with the Department of Public Social Services during her month-long stay at the Russ. Soon, she was offered permanent supportive housing east of Downtown Los Angeles. LifeSTEPS Regional Director Rudy Contreras said her hair was matted and it was clear she had not bathed in a while. "She had nothing but a smile on her face. Once she opened the door to her apartment, that smile grew so much. It made everything we do worthwhile." Richy echoes that sentiment, "I am so grateful to be a part of her journey."

The new home is ideal for Janice. It is the second HFH project in partnership with LifeSTEPS to get clients housed quickly. The building has sweeping views of downtown from the rooftop terrace and Brilliant Corners equipped her 500-square-foot one-bedroom unit with furnishings and housing basics like bed sheets and dinnerware. Janice praises the work that DHS and LifeSTEPS have done together. She has started working with her LifeSTEPS case manager to manage her money and get herself settled.

A day after moving in, Richy and HFH Project Manager Leepi Shimkhada were eager to drop off some items for Janice's pantry, but they were made to wait at her front door. She was a little busy doing something many of us take for granted. She was taking a shower.

\*Name changed